



PRODUCT: Portable Computer

SERVICE ADVISORY # 005

DATE: July 13, 1983

Subject

EXTENDED COVERAGE OPTION & SERVICE OPTION PROGRAMS

This Service Advisory describes COMPAQ Computer Corporation's Extended Coverage Option and Service Option programs. Authorized Dealers should use the policies and procedures described in this document until the Authorized Dealer Guide version is published. This Advisory will be superseded by the Authorized Dealer Guide version.

COVERAGE DESCRIPTIONS

Both the Extended Coverage Option and the Service Option cover product failures occurring during "normal" use of the product by the end user. These failures will be corrected at no additional charge to the end user. The dealer effecting the repairs will be reimbursed by COMPAQ for labor and parts required to correct covered failures.

Excluded from coverage are failures resulting from disaster, accident, abuse, misuse, or non-COMPAQ authorized modifications.

These two options along with the initial 90-day Product Warranty provide a maximum available coverage from COMPAQ Computer Corporation of 2 years: 90-Day Product Warranty + 9-month Extended Coverage Option + 1-year Service Option.

OPTION INITIATION AND RENEWAL

The Extended Coverage Option can only be purchased prior to the expiration of the 90-Day Product Warranty. Its coverage begins on the day the original warranty expires and ends nine (9) months later.

The Service Option may be purchased if the the product is presently covered by either the 90-Day Product Warranty or the Extended Coverage Option. Its coverage begins on the day the existing coverage expires and ends twelve (12) months later.

Only one (1) Extended Coverage Option and one (1) Service Option can be purchased per unit. The Service Option cannot be renewed. However, both options are transferrable, should the ownership of the covered unit change.

For either option, the dealer has the following responsibilities:

1. Sale of the option to the end-user.
2. Proper completion of the option agreement, including the end-user's signature.
3. Return of the properly completed option agreement to:

COMPAQ COMPUTER CORPORATION
Sales and Service
20333 FM 149
Houston, TX 77070

4. Provide service upon demand for end users who have purchased an option.

Upon receipt of the option agreement, COMPAQ Computer Corporation will generate a sales order for the option sold and invoice the Authorized Dealer at the dealer price. In addition, the end user will be sent a personalized COMPAQ Service Authorization Card similar to the one shown below.



Note that the Service Authorization Card has the enduser's name and address, in addition to the serial number of the covered unit. This card will provide the end user with a mechanism to demonstrate the coverage status of that end user's COMPAQ product.

REIMBURSEMENT CRITERIA AND PROCEDURES

COMPAQ will reimburse the dealer for labor and parts required to correct problems encountered during either of the option coverage periods.

To be reimbursed for option repairs, the dealer must meet the following criteria for each warranty service event:

1. The dealer must verify that the product is currently under option coverage.

This can be done by verifying the coverage expiration date on the end user's Service Authorization Card.

2. The repair work must be done by or under the supervision of a technician who has completed the COMPAQ Service Training Course.

3. If the repair work requires the replacement of spare parts, regardless of the exchange value of the parts, those defective parts must be returned to COMPAQ within 2 weeks of the service event.

The dealer will bear all liabilities and shipping costs for returning defective spares to COMPAQ. For more specific information on how to return parts to COMPAQ, refer to the COMPAQ Service Advisory #002.

4. A completed COMPAQ Service Invoice must be returned to COMPAQ within two weeks of the service event. If parts were replaced as part of the service event, this invoice must be returned with the package containing the parts.

The invoice must be approved and signed by a dealer technician who has attended the COMPAQ Service Training Course. For more specific information on how to fill out the Service Invoice, refer to the COMPAQ Service Advisory #004.

5. When COMPAQ receives the defective spares, they must be free of evidence of damage from misuse, abuse, neglect, accident, disaster, or non-COMPAQ modification.

Labor Reimbursement

Labor used to troubleshoot and repair a product under option coverage will be reimbursed according to the current COMPAQ Spares Pricing and Warranty Labor Rate Schedule. This schedule assigns a fixed dollar cost to the troubleshooting and repair of each Field Replaceable Unit within a COMPAQ product. COMPAQ will periodically review and revise these labor rates as economic conditions dictate.

It is the responsibility of the dealer to indicate on the COMPAQ Service Invoice which rate schedule was used to calculate the total labor for that invoice. Labor reimbursements will be credited to the dealer's service account and applied towards current or future spares orders.

Parts Reimbursement

Reimbursement for parts used in option repairs can take the form of a replacement part or a credit to the Authorized Dealer's spares account, at the choice of the Authorized Dealer. The method of reimbursement desired must be selected while filling out the COMPAQ Service Invoice.

It is the responsibility of the Authorized Dealer to indicate on the COMPAQ Authorized Dealer Service Invoice which rate schedule was used to calculate the total parts credit for that invoice. Parts credits will be applied towards current or future spares orders.

The invoice will be used by COMPAQ Computer Corporation to automatically generate the appropriate spares credits or to order the replacement part. If a replacement part is chosen, the part will either be new or refurbished, at COMPAQ Computer Corporation's discretion.

COMPAQ Computer Corporation recognizes that an Authorized Dealer might occasionally be required to perform a service action that the Authorized Dealer feels should be covered under warranty but is not specifically listed on the COMPAQ Spares Pricing and Warranty Labor Rate Schedule. Should this occur, the Authorized Dealer must describe the situation fully, in writing, and send that information along with a completed COMPAQ Authorized Dealer Service Invoice to:

COMPAQ Computer Corporation
Customer Service
20333 FM149
Houston, TX 77070

ATTN: Customer Service Manager